

WISCONSIN WORKS (W-2) CONTRACT AND IMPLEMENTATION COMMITTEE

201 E. Washington Avenue, GEF 1, Room 400X
Madison, WI 53707

Friday, February 18, 2000
10:00 AM - 2:00 PM

MINUTES

The W-2 Contract and Implementation Committee is the single point of contact for feedback to the Department of Workforce Development on policy implementation related to W-2 agencies, and includes representation from the Wisconsin County Human Service Association (WCHSA), Urban Caucus counties, W-2 private agencies in Milwaukee County and the balance of state, and Tribal W-2 agencies.

Committee:	Members Present	Alternates Present
	X Jean Rogers, Chair	Jan Alft
	William B. Adams	Linda Brandenburg
	X Jon Angeli	Cheryl Cobb
	X Phyllis A. Bermingham	Rosa Dominguez
	William Clay	Deb Hughes
	Mary Ann Cook	Edward Kamin III
	Tina Koehn	Richard L. Kammerud
	X George Leutermann	X James Krivsky
	Kim Mooney	Barbara Metoxen
	X James Nitz	Tom Miller
	Laverne Plucinski	X Teresa Pierce
	X Shirley Ross	Rita Renner
	Julia Taylor	Sara Shackleton
	X Michael Van Dyke	Chris Schmitz
	Glynis Underwood	Mona Garland
	X Judith A. Weseman	
State Staff		
Attendees:	Tim Hine, BWSP	Jane (Jilk) Kahl, BWSP
	Christina Martin, BFS	Germaine Mayhew, BFS Training Section
	Margaret McMahon, BWSP	Amy Mendel-Clemens, BFS
	Jude Morse, BDS	Jan Van Vleck, Special Assistant
	Rick Zynda, BWSP/OFSMA	Lynn Schmitt, BWSP
	Tad Mengesha, BWSP/WPS	Ann Agnew, DWD/SO
	Alice Wilkins, BWSP	Joseph Stafford, BFS
	Dianne Reynolds, BWSP/WPS	Rena Beyer, DES/Literacy Specialist
Guests:	Kim Pomeroy, Clark County DSS	Tim Cowan, YW Works
	Dick Bushmann, Milwaukee County DHS	Marilyn Putz, Walworth Co., Kaiser Group
	Doris Green, OIC-GM	
Recorder:	Stephen Dow, W-2 Contract and Implementation Committee Coordinator	

Welcome

Jean Rogers opened the meeting and announced her departure from DES and her new position as the Director of the Northern District Office for DWD's Division of Vocational Rehabilitation. She expressed her appreciation for the Committee's efforts in making W-2 a success and announced Janet Van Vleck will be the Acting Deputy Administrator in DES.

Rogers also introduced Rachel Biittner as the new DWD public information officer.

Ann Agnew described her new position as Special Assistant to the DWD Secretary for W-2 issues.

December 1999 Minute Approval

Michael Van Dyke requested background information about the Communications Task Force described on page 6.

A motion was made by James Krivsky to approve the December, 1999 minutes and seconded by Phyllis Bermningham. Motion carried.

Issue/Discussion: Best Practices re FSET Follow-Up Contacts

P. Bermingham: Marathon has increased its post-hire contacts but was interested in what else people have done to avoid job loss after placement. Points in the discussion that followed included:

- LaCrosse makes a follow-up offer of assistance after hire.
- A continuing problem in a low employment, easy job access environment is that short job histories with accompanying crisis will occur. Job retention efforts may be less successful and more difficult in that climate. Long term solutions are more difficult and participant's personal coping skills won't be developed when there is no reason to have them.
- "Human Capital Model" may be best; associating W-2 staff with traditional social work staff may be a maturation of our efforts.
 - Need more training for FEP on how to identify situations needing intervention by other professionals. The expectations of FEPs shouldn't be that they can "do all", but that they know enough to enable knowledgeable referrals and links to appropriate resources. They need the skills to accurately identify and to confront participants about identified needs.
 - Marathon's "CAST" program links W-2 and mental health staff in a team approach.
 - Staff in one of the Milwaukee W-2 agencies meet regularly with the Milwaukee state child welfare staff.
- The AODA Conference report has tools incorporated that may help. There is a screening tool included that can be self-administered and will assist in identifying AODA as well as other issues.
- Door makes frequent follow-up contacts, 1 – 2 times per month. This is emphasized even more now re the performance standards.

There was a short discussion also about:

- CMC increases. Members proposed a discussion at the next meeting about this.
- Members felt this discussion about best practices was very helpful; there is considerable talent at the table and in the agencies and this may be one more avenue to sharing it. Those in attendance wished to have this as a standing agenda item.

Issue/Discussion: "Entered Employment" Definition Expansion and Other Comments

L. Schmitt reviewed the draft Operations Memo. The Committee voted unanimously for retroactive implementation (to 01/01/2000). After this meeting, the draft was sent to Dan Kittel at Dane County DHS (Mary Ann Cook was on vacation) for review by balance of Committee; in response, there were no adjustments requested and the memo was issued final as BWSP Operations Memo 00-10.

Schmitt also addressed these issues:

- Performance Standards: as the reports can only provide 1 month's data so far, they do not provide enough information to be useful yet, particularly about low percentages. March reports should provide more useful and accurate information, given the extra time period they will deal with. If an agency is not on a report, it indicates that agency had no cases of that type or none recorded of that type.
- Job Retention: there was an error in this reporting; the error would have affected cases since '98 (maybe '97). A fix is being developed; after implemented, the report will be re-run.
- FSET only: if "referred, but short of enrollment and in "scheduled" status, the person will be in the report. However, the case will not be counted in either the numerator or denominator.

Issue/Discussion: 24-Month Extensions

H. Bernstein reviewed 3 law suits, all from Milwaukee. All deal with timely and adequate notice. DWD and Department of Justice have moved for dismissal on all three. He also requested assistance of local agencies in reacting swiftly to requests of DWD for record photocopies and summary reports on cases involving legal actions.

M. McMahon explained that, with our increased experience of extension requests, we find some policy and procedural errors that need to be corrected. All extension policies and procedures can be found in Operations Memos 99-49 and 99-89. CARES instructions are included in Operations Memos 99-41, 99-60, and 99-69. An updated Operations Memo will be drafted in order to combine the CARES instructions and provide reminders regarding policies and procedures.

She also provided a statistical chart with changes requested at the last meeting of extension requests. So far, 290 cases have actually hit the 24-month limit.

Issue/Discussion: Literacy Project Update

Rena Beyer, the Literacy Project Specialist, described the project, initiated by 1999 Wisconsin Act 9, providing \$2.8 mil. Beyer distributed information about the grants to literacy councils

Rena's phone is 608-267-3316, fax is 608-261-6968, and email is <beyerre@dwd.state.wi.us>.

Issue/Discussion: Office 50/55 Issues

Jude Morse described the general concept of office 50 (ES cases), 55 (W-2 cases) and 56 (W-2 cases, only in Milwaukee). The W-2 RFP defines W-2 cases as "family" and ES cases as "non-family".

- A W-2 case with an FS and/or MA case worked by ES under contract with W-2 agency is still a W-2 case.
- Costs are determined by contract, not by office designation.
- Some issues discussed to consider for future contract allocation amounts include:
 - case-by-case characteristics, but still not by office designation
 - recommend W-2 cases in 55 (DES doing work to ID cases in 50 that are W-2).
 - use of the definitions of "ES", "IM", and "W-2" for funding and case identification

Members felt this is an issue that should be jointly worked on with the Income Maintenance Advisory Committee (IMAC).

- Members are to let Mary Ann Cook know if you wish to participate.
- Jude Morse will attend a future IMAC meeting to brief them on these issues.

Issue/Discussion: CARES/Case Record Documentation

Rick Zynda described problems in error rates created by absent documentation in the local agency case files. The major areas are in verification, particularly for items likely to change. The most frequent for the latter is income where fluctuation seems to create the greatest number of errors. Operations Memos, manual material and training have all identified the need for documentation; other efforts are being explored and suggestions sought. Quality assurance staff are beginning to do targeting to better identify specific problems. A conference on quality assurance is to be held in March in Milwaukee.

Some "best practices" were described in:

- Brown County: Trainers identify an error type that is concentrated on for training; a ½ hour training session is done weekly.
- Milwaukee: the "PACR" project uses training staff from CCDET to work on QA issues with staff. DES is trying to expand this project with reinvestment funds, hoping to add 4 more staff to do statewide.

M. Van Dyke asked if any of this is applicable to small agencies with small error counts? Zynda's response was that these efforts apply to all programs, not just food stamps; that agencies probably want to do quality control efforts of their own on targeted cases; that QA efforts should be mixed in with regular training plans; and that documentation itself is an issue requiring attention for reasons beyond QA.

Issue/Discussion: Emergency Assistance Update

Ceri Jenkins provided an update on plans and provided a copy of BWSP Operations Memo 00-08 on the topic. She also asked for comment about a plan to require landlords, bank, or whatever entity is moving for the eviction to agree to cease action on the eviction in exchange for the EA payment. M. Van Dyke reported the Federal Emergency Management Administration (FEMA) does this now in that it requests something from the landlord, etc., on the landlord's letterhead that the agreement was made.

All agreed that, given the present structure of the program, that there was no long term solution for the tenant; that, even with an agreement for the present eviction, another eviction could soon follow and no EA funds would likely be available.

Issue/Discussion: Job Access Loans & Tax Intercept

Jane Kahl described present status followed by discussion:

- On the issue of whether Intercept should be used for 3 months missed payments or 3 consecutive months missed payments, the committee's consensus was for the latter.
- J. Krivsky asked if we had "good cause" for non-payment.
- Members generally wants to treat a partial payment as a missed payment. However, those in attendance wanted to withhold any vote on this until more members are present and able to participate. We will probably readdress at the next meeting.

Kahl found that the tax intercept collections are placed in the W-2 agency's allocation. DES and the Division of Unemployment Insurance (DUI) are reviewing the processing of tax intercepts.

Issue/Discussion: Monthly CARES Update Report, Tim Hinline, DES/BWSP/CARES Section

Tim Hinline explained the problems with putting Community Reinvestment in CARES; it is individual-based data where CARES is case-based data. As a result, Community Reinvestment will not be put into CARES.

Issue/Discussion: Monthly Training Update Report, Gerry Mayhew, DES/BFS/Training Section

Gerry Mayhew described efforts being made on the new worker training re-engineering project. A major concern is identifying those items that are the responsibility of the local agency and those that are DES's. Mayhew will provide a more complete report on this project at the March meeting.

Mayhew also reported the case comments self-study guide is nearing completion.

Issue/Discussion: OTHER – SB 316 (Removes 24-Month Time Limit)

Alice Wilkins reported on the hearing. Although DES provided written testimony, there was little opportunity for oral testimony. The bill's text and history are available on the internet at: <http://www.legis.state.wi.us/cgi-bin/billinfo.pl>. Copies of the DES testimony are available at your request.

Committee members were concerned about:

- the lack of public input from the Milwaukee area
- the impact on W-2 agency staff, workload, and funding if the limits are removed
- the removal of the time limits surely is a serious contract issue.

Issue/Discussion: OTHER –Payment Of Benefits To Date Under New Contract Corresponding With Planned Amounts

Ginevra Ewers explained that, after only 1 month, it is too early to identify trends. Members were reminded to process returned check timely as they have an impact on the data reported as benefits issued.

NEXT MEETING DATE: **March 17, 2000**
 10:00 a.m. – 2:00 p.m.

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Madison, WI 53707